

# FACSIMILE COVER SHEET

*The Law Offices of*  
**STRAUB & POKOTYLO**  
1 Bethany Road  
Suite 83, Bldg. 6  
Hazlet, NJ 07730

Telephone: 732-335-1222  
Facsimile: 732-335-1228

To: U.S. Patent and Trademark Office  
Examiner: W. Deane; Group Art Unit 2642

Facsimile No.: (703) 872-9314

Telephone No.: (703) 306-5838

From: Michael P. Straub, Esq.

Date: December 19, 2001

Number of Pages Including Cover: 8

Message: **RESPONSE TO OFFICE COMMUNICATION DATED  
NOVEMBER 21, 2001**

Applicants: Craig Reding et al.  
Case: NYNEX-27/CIP3  
Serial No.: 09/154,965 Filed: Sept. 17, 1998  
Group Art Unit: 2642  
Examiner: William J. Deane  
Title: Methods and Apparatus for Automating the Servicing of Telephone  
Calls Including Calls Requesting Directional and/or Other  
Types of Information

Assistant Commissioner For Patents  
Washington, D.C. 20231

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U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

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<h1 style="text-align: center;">TRANSMITTAL FORM</h1> <p style="text-align: center;">(to be used for all correspondence after initial filing)</p>		Application Number	09/154,965
		Filing Date	September 17, 1998
		First Named Inventor	Craig REDING
		Group Art Unit	2642
		Examiner Name	William J. Deane
Total Number of Pages in This Submission		Attorney Docket Number	Nynex-27/CIP3 (96-21CIP3)

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SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT	
Firm or Individual name	Michael P. Straub (Reg. No. 36,941)
Signature	<i>Michael P. Straub</i>
Date	December 19, 2001

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IN THE UNITED STATES  
PATENT AND TRADEMARK OFFICE

**PATENT APPLICATION**

Applicants: Craig Reding et al.

Case: NYNEX-27/CIP3

Serial No.: 09/154,965      Filed: Sept. 17, 1998

Group Art Unit: 2642

Examiner: William J. Deane

Title:   Methods and Apparatus for Automating the Servicing  
          of Telephone Calls Including Calls Requesting  
          Directional and/or Other Types of Information

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S I R:

RESPONSE TO OFFICE COMMUNICATION DATED NOVEMBER 21, 2001

In the November 21, 2001 Office Communication the Examiner indicated that he believed that the amendment filed on Sept. 7, 2001 was not fully responsive and gave Applicants an additional 30 days to respond.

In the Communication the Examiner states:

Specifically, applicant has failed to point out support in the specification for the Amendments contemplated by applicants. For example, applicant claims a first operator position identifier, second operator position identifier, etc. Applicants must